Testing Tags

Temperatures are getting warmer and it's time to start getting things cleaned and ready to use; camping, grilling, or playing at the beach. Of course, before you use any of these things, it's wise to give them a quick check to make sure they are still working correctly. After all, you don't want your grill to flare up, or your tent to leak.

The same is true with Patient Security tags. It's important they operate at peak performance. If there is ever a question about their ability to operate, it's important to check them over before putting them back into use.

I always teach users to notice when a tag that is not admitting, or not functioning properly. They should tape it to a piece of paper, write their name on the paper along with the date, time, tag number, and issue, and give it to the clinical administrator for the patient security system. The reason for taping it to the piece of paper is twofold – first, so it does not get lost and secondly, so the administrator knows why they received the tag in the first place.

When the administrator receives a tag like this, I would advise they keep an ongoing log with the tag number, and issue, by date. This way there is a history of what happened to each tag.

Often, what happens is a misunderstanding of the system rather than an actual issue. Other times, it is an actual issue that has to be dealt with. As a clinical administrator, you can easily test the tag yourself or have a designated person on your staff test it. Testing is very easy to do. You are looking for two things to occur: If testing a Hugs tag, it should beep when a strap touches both ears/ sides of the tag; if testing a Pedz or Passport tag, the yellow LED on front of the tag should flash for a few seconds once the band is securely inserted in both ends of the tag.

Both types of tags will auto admit into the software and an auto admit box will appear on the PC screen with the tag's number. (NOTE: this assumes you are admitting the tag in the protected area)

If both of these things occur, your tag is working properly. There could be many reasons that a staff member turns in a tag for testing, thus the reason for the note. The most common reason is that staff forgets the tag must rest for 10 minutes after it has been discharged before being used again.

If you are a site that uses Kisses (this applies to Hugs tags only), a Hugs tag that is bonded with a Kisses tag must rest for one (1) hour after discharge before being reused again. This is even harder to remember, especially in times of high census. (Note: For sites using the Wi-Fi platform, placing the Hugs tag in the charger automatically resets the tag and there is no need to wait to re-use the tag as long as it has enough battery life) Because of this, whenever you test your tags, take this timing into consideration before doing your test.

When testing, remember to try and choose times that are quieter on the unit or when less is going on. Also, if naming the tag, use "Test Tag" so the staff does not get confused as to why that tag appeared or what is going on.

If your tag does not test properly, then there is a good reason to doubt that the tag is in good working condition and it should be pulled from inventory. At this point you have two options. You can either simply choose to throw it away if it is out of warranty and order another one, or, if under warranty call our office to start the return process.

As I mentioned above, sometimes, what is thought to be a bad tag is nothing more than a misunderstanding of how the system was operating. A simple test as explained above could help you clarify when tags are truly questionable.

Kyle J, Corporate Trainer, IMS

Let Us Help You With Your Straps and Tags!

⇒ Feel like you are ordering straps all the time?

⇒ Ever run into a bad situation where you ran out of straps?

⇒ We offer reoccurring and blanket orders to make the ordering process more convenient for you. Email Julie Vander Loo for more information, juliev@innovative-medical.com